

* A 4% Cost Recovery Fee (CRF) has been added by DIR to Vendor

CENTURYLINK HOSTED IVR PRICING

Hosted IVR	Port Model				
	1 year	\$416.00	Monthly Subscription DTMF** (Touch-tone)		
	1 year	\$75.40	Hosted IVR DTMF Virtual Port (Per Port)		
	1 year	\$148.20	Hosted IVR DTMF Bridging Port (Per Port)		
	1 year	\$136.50	Carrier Neutral DTMF Virtual Port (per port)		
	1 year	\$390.00	Monthly Subscription ASR** (Speech Recognition)		
	1 year	\$152.10	Hosted IVR Speech Recognition Virtual Port (per Port)		
	1 year	\$304.20	Hosted IVR Speech Recognition Bridging Virtual Port (per port)		
	1 year	\$206.70	Carrier Neutral Speech Recognition Virtual Port (per port)		
	1 year	\$1,560.00	Intelligent Call Processing (ICP) Peripheral Gateway Link	\$780.00	Intelligent Call Processing (ICP) Peripheral Gateway Link Installation
	1 year	\$15.60	Text-To-Speech Surcharge (per Port)		

	1 year	\$58.50	Name & Address Speech Module Surcharge (per port)		
	1 year	\$0.07	Overflow Protection Premium (per Minute Metered)		
	1 year	\$0.03	Bridging (rate per minute) - Billed for a minimum 18 second initial increment and six second increments for the duration of the bridged portion of the call. Calls are considered bridged when the call is answered.		
Hosted IVR	Minutes of Use Model				
	1 year	\$416.00	Monthly Subscription DTMF** (Touch-tone)		
	1 year	\$416.00	Monthly Subscription ASR** (speech recognition)		
	1 year	\$0.03	Hosted IVR DTMF Virtual Port including Text to Speech & Shared Hosting (per virtual port MOU)		

	1 year	\$0.05	Hosted IVR Speech Recognition Virtual Port including Text to Speech & Shared Hosting (per virtual port MOU)		
	1 year	\$0.07	Hosted IVR Speech Recognition Virtual Port Including Name and Address OSDM, Text to Speech & Shared Hosting (per virtual port MOU)		
	1 year	\$1,560.00	Intelligent Call Processing (ICP) Peripheral Gateway Link	\$780.00	Intelligent Call Processing (ICP) Peripheral Gateway Link Installation
	1 year	\$0.03	Bridging (rate per minute) - Billed for a minimum 18 second initial increment and six second increments for the duration of the bridged portion of the call. Calls are considered bridged when the call is answered.		
Hosted IVR	ACD Connect				
	1 year	\$780.00	ADC Connect Monthly Connection Charge (per connection)	\$1,950.00	ACD Connect Installation
	1 year	\$0.01	ADC Connect per Call surcharge		

Hosted IVR	Call Recording				
	1 year	\$61.62	Call Recording Monthly Charge (per port)	waived	Call Recording Installation
	1 year	\$7.80	Call Recording Storage 12 Month Increment up to 7 Years (per port)		
Hosted IVR	CTI Standalone				
	1 year	\$23.40	CTI Standalone Add	waived	CTI Standalone Installation per agent
Hosted IVR	Multi-Tenant Managed Application				
	1 year	\$23.40	1-10 Hosted IVR Virtual Ports (per port)		
	1 year	\$19.50	11-50 Hosted IVR Virtual Ports (per port)		
	1 year	\$15.60	51-200 Hosted IVR Virtual Ports (per port)		
	1 year	\$14.04	Over 200 Hosted IVR Virtual Ports (per port)		
Hosted IVR	Single-Tenant Managed Application				
	1 year	Source SOW	Hosted IVR Single Tenant Managed Application	Source SOW	Hosted IVR Single Tenant Managed Application Set up
Hosted IVR	Technical Services				
	1 year	Source SOW	Application Support - Standard (M-F, 8 a.m. - 5 p.m.) for Hosted IVR Apps	Source SOW	Application Development
	1 year			Source SOW	Project Management

	1 year	Source SOW	Application Support - Premium (24/7/365) for Hosted IVR Apps		
	1 year	\$218.40	Application Support Services Hourly Rate		
Hosted IVR	Call Administration Tools				
	1 year	\$1,560.00	Complete Call Administration Tool (CAT)		
	1 year	\$390.00	Call Routing Tool		
	1 year	\$390.00	Customer Survey Tool		